

**Wichita Police Department Policy Manual****Approved by:****Policy 701 - Calls for Service**

Page 1 of 2

Maintained by:
Field Services**Issue/Rev.:** R 12-08-2008

- 701.01 Incoming calls for service are received by Sedgwick County Emergency Communications, and may be dispatched to field units or referred to other locations, according to the current call prioritization system.
- A. If a call is received by Emergency Communications which requires a police presence on the scene, officers sufficient in number to handle the call will be dispatched in accordance with Emergency Communications Standard Operating Procedures.
- B. Calls for service are prioritized into five (5) tiers:
1. **PRIORITY "E":** Emergency calls where a life-threatening situation exists or a serious felony crime is in progress.
 2. **PRIORITY ONE:** Urgent calls where a serious crime has just occurred, or is imminent; bodily injury has just occurred, or is imminent; or another agency requires immediate police assistance.
 3. **PRIORITY TWO:** Prompt dispatch calls where a crime has occurred of a non-life threatening nature and immediate response is not necessary to arrest the offender. Prompt dispatch calls may also be those that indicate a potential, but not certain probability, of a more serious situation.
 4. **PRIORITY THREE:** Non-urgent calls which do not require a rapid response to prevent injury or property damage.
 5. **PRIORITY FOUR:** Telephone service calls of a report-type which do not require a law enforcement officer's presence at the scene to arrest an offender, collect evidence, or prevent a crime from occurring.
- 701.02 As many calls as possible will be classified as Priority Four calls and referred to the Case Desk, or the appropriate Badge-on-the-Floor for processing. These type of calls must not require the presence of an officer [e.g., no offender to arrest; no evidence to collect; or no need to prevent a crime from occurring]. There are no other prohibitions on these types of calls.
- A. Citizens will be advised of the benefits of telephone service calls by Emergency Communications personnel:
1. Convenience;
 2. Quicker service;
 3. Faster injection of report into system for follow-up;
 4. Saving their beat officer for emergency availability.
- B. Priority Four calls (telephone service) include, but are not limited to, the following call types:
1. Auto Thefts;
 2. Gas Run-Offs;
 3. Non-Injury Accident Reports;
 4. Disorderly Conduct Reports;
 5. Disturbance-Over Reports;
 6. Fraud Reports;
 7. Larceny Reports;
 8. Lost Property Reports;
 9. Lost License Tags;
 10. Mental Reports,
 11. Miscellaneous Offense Reports,
 12. Missing Person Reports;

- 13. Disorderly Conduct by Phone Calls;
- 14. Runaway Reports;
- 15. Vandalism Reports; and
- 16. Assault Reports.

701.03 Emergency Communications personnel shall make an effort to assign calls to the officer whose beat encompasses the area in which the call occurred. If this is not possible, officers may be assigned to make calls anywhere in the city, in accordance with the call prioritization system contingency steps.

701.04 All on-duty personnel, including investigative, command, and/or support personnel, are subject to call response. Any dispatched call which can be routinely handled by these personnel in the course of their duties should be volunteered for and handled in order to save patrol officers for other calls.

701.05 Supervisory and command personnel must support the dispatcher in assignment of personnel and limiting the number of officers who respond to individual calls to essential numbers only.

701.06 Dispatchers shall handle recovered stolen vehicles using the following guidelines:
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- A. Any auto reported as stolen under a Sedgwick County Sheriff's Office case which is recovered by a WPD officer inside city limits shall be handled by the WPD officer. If exigent circumstances exist, the WPD officer shall notify a sheriff supervisor to determine how he/she wishes to handle the case [i.e., processing by the Sheriff's Lab, or impounding the vehicle "Hold for Sedgwick County Sheriff's Office"]. If circumstances warrant, a sheriff supervisor may request, and a WPD supervisor must approve, processing by a WPD Crime Scene Investigator. The WPD officer shall make a 6200 case and route a copy of his/her report to Sheriff's Records; in addition, the officer must contact the Sheriff's Records [at 383-7352] to advise the case number and vehicle information of any impound done on behalf of the Sheriff's Office.
- B. Any auto reported as stolen under a WPD case number which is recovered by a Sedgwick County Sheriff's Deputy shall be handled by the Sheriff's Deputy, unless exigent circumstances exist. If there are exigent circumstances, the Sheriff's Deputy shall request the dispatcher notify a WPD commissioned supervisor to respond to the scene. If the WPD supervisor believes that the vehicle needs processing for evidentiary purposes, he/she shall request a WPD Crime Scene Investigator response. The Sheriff's Deputy shall make a 6200 case and route a copy to the WPD Records Bureau.